

Targeted Quality Improvement Technical Assistance for Rural Health Organizations



Based on two decades of experience working with rural health care organizations, Stratis Health offers in-depth, individualized consultation, technical assistance, and coaching for rural hospitals and/or health clinics focused on embedding a culture of improvement and improving organizational capacity to support value-based care.

Participating organizations select an improvement area of their choice:

- **Quality Improvement (QI) Infrastructure**
- **Patient Experience and Engagement**
- **Coordination of Care**
- **Patient Safety**
- **Health Equity and Culturally and Linguistically Appropriate Services (CLAS) Standards**

Stratis Health facilitators will work 1:1 with organizations over 6–8 months using the following process:

Assess

Organizations complete a detailed assessment aligned with their chosen focus area and provide relevant data and information to inform planning.

Plan

Stratis Health works with the organization to design a targeted technical assistance plan that supports implementing activities to address organizational opportunities and priorities.

Implement

Organizations develop goals and action plans and receive regular coaching to support progress, identify resources, problem-solve, and celebrate success.

Guide

At the conclusion of the technical assistance engagement, organizations are supported in developing an ongoing action plan for advancing further improvements.

Support

Cohorts of participants are strongly encouraged. Stratis Health will facilitate peer networking and learning opportunities as part of the process when feasible.

Evaluate

Stratis Health provides a final report for each organization, summarizing activities and lessons learned, celebrating success, and outlining resources and tools aligned with future improvement opportunities.

Additional Details

- Stratis Health will work with the funding organization to design a work plan to best meet participant needs and can tailor the structure and timeline of the TA process to align with specific program or hospital needs. Cohorts of participants are encouraged; if feasible, peer networking and sharing opportunities would be included in the offering.
- Participating organizations will need to commit to 2–3 hours per month of key team members’ time for interaction with Stratis Health to support and implement action items at their organization.
- Reassessment is completed 8–12 months after completion of the TA engagement and can be used to evaluate impact and monitor outcomes. Organizations typically advance 1–2 points on a 5-point scale in the assessment and improve quality measures related to the area of focus.

Improvement Focus Areas

QI Infrastructure	Patient Experience and Engagement	Coordination of Care	Patient Safety	Health Equity and CLAS Standards
Embed strong change management skills and use of improvement methods to build a solid foundation for ongoing improvement across your organization.	Engage staff and support the implementation of best practices for improving patient and family engagement and experience.	Ensure effective teamwork, communication, and processes for supporting patient needs as they transition between health care settings and the community.	Strengthen your organization’s culture of safety to prevent and reduce errors and improve overall quality, focusing on teamwork, communication, reporting, and collaboration.	Help your organization define health disparities and health equity in the context of your community and identify opportunities and strategies to embed health equity into organizational culture and operations.

For more information or to schedule a consultation contact:

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Stratis Health is a nonprofit organization that leads collaboration and innovation in health care quality and safety, and serves as a trusted expert in facilitating improvement for people and communities.